

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3324
ANSWERED ON:22.12.2008
REDRESSAL OF CONSUMER COMPLAINTS
Mehta Shri Bhubneshwar Prasad

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has formulated any policy to check the use of answering machines so that the consumers may directly register their complaints and converse with the officials of Telecom companies;
- (b) if so, the details thereof;
- (c) if not, the reasons therefor;
- (d) the number of private mobile phone companies, against whom the cases of subscribers harassment have been reported during the last three years and the current year; and
- (e) the action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

- (a) No, Sir.
- (b) Not applicable in view of (a) above.
- (c) The use of answering machine is an internal matter of the service provider concerned.
- (d) Following is the year-wise break-up of the number of private mobile phone companies against whom the cases of harassment of subscribers have been reported during the last three years and the current year;

Year Number of mobile phone Companies

2005 2

2006 2

2007 3

2008 6

- (e) The cases of subscriber grievance are forwarded to concerned mobile phone companies for their redressal.